

# Committee minutes – unapproved

21 January 2020 – 1pm - 3pm  
Family Church, Gateshead

## Committee members present

Michael Brown (MB)	Independent (Chair)
Michael Peacock (MP)	Independent
Lynda Cox (LC)	Independent
Shamshad Shah (SS)	Independent

## In attendance

Steph Edusei (SE)	Chief Executive
Felicity Shenton (FS)	Operations Manager
Beth Nichol (BN)	Volunteer and Outreach Co-ordinator
Kim Newton (KN)	Project Manager
Kate Beattie (KB)	Finance and Administration Officer

## 1. Welcome and introductions

1.1. MB led the welcome and introductions regarding the New Year.

## 2. Apologies for absence

2.1. Apologies were noted for Esther Ward.

## 3. Minutes of previous meetings and matters arising

3.1. The minutes for the meeting were agreed as a true record.

### **Matters arising:**

3.2 SE and FS have a meeting on 22 January to discuss with Gateshead council whether or not we still need the office in Gateshead as it isn't used enough and is costing us too much for it to be empty the majority of the time.

**Action: Decide whether or not we still need the Gateshead office.**

3.3 Meetings for the Healthwatch Gateshead Committee to always be held in Gateshead. Family Church worked out well for travel and accessibility.

**Action: Organise future dates for the Healthwatch Gateshead committee.**

3.4 Everyone needs to complete safeguarding training and children's safeguarding training, too.

3.5 Everyone has completed their DBS forms and/waiting to receive a certificate back.

3.6 There are places on both committees for recruitment. The two committees need to be more diverse and of different ages. Interested in recruiting younger members on the committee, e.g. from Gateshead College.

**Action: Recruit more committee members across the two committees.**

#### **4. Outreach update**

4.1 BN has held 30 events/stalls over the last 8 months. BN has put together an interactive map of all the places in Gateshead she has worked at/with. In the summer, BN is thinking of doing more focused work as the summer period is usually busy for people.

4.2 In terms of the asylum seeker and refugee child clinic, Dr Christian Harkensnee discussed ways of gathering feedback with BN. The 11 families that BN managed to speak to gave good feedback, but they believed that there were interpreter issues, e.g. the interpreter turned up with the wrong language or dialect for a specific language.

4.3 ICS work involved: Peace of Mind, Inspired Support and Gateshead College.

4.4 ED work - we haven't received the results from them yet. In terms of experiences, there was a mix of experiences from the Queen Elizabeth (QE) hospital and the Royal Victoria Infirmary (RVI); some patients just wanted someone to talk to, some were using it as GP service and didn't actually require A&E assistance.

4.5 Future work - BN stated that suggestions are welcome from staff and the committee for any geographical areas she missed. MP said he knows contacts in Dunston Hill and Whickham East. Summer is going to be used for general outreach events.

4.6 There are 4 new champions in Healthwatch Gateshead, they were recruited through the job centre. All 4 champions are wanting to develop their English skills, but they have suggested that they can be interpreters for focus groups of their own language. These languages include Portuguese, Romanian and Syrian.

#### **5. Project updates**

**5.1 What do you know about children and young people's mental health services?**  
RW has collected 234 responses and has completed all of the analysis and now is writing her report. SE is going to review it and give feedback at the beginning of February, then the committee will give their feedback, and then it will be sent to the stakeholders. RW found gaps in parents and carers, as she didn't receive many questionnaires from BME parents or LGBT parents.

#### **5.2 Participation in Practice**

All the PPG members are signed up and there are a few workshops and informal chats coming up. In February, there is the second workshop and the third is in March. In April, the assessment and awards are scheduled to happen. SE is holding an event on Feb 22 for the evaluation work of the pilot.

#### **5.3 Adult Social Care Direct**

KN has analysed all of her data and her report has been sent to the committee members and she is expecting feedback on Jan 27. In reference to process and resources, 800 questionnaires were sent out but only 153 were received back.

**Action: The committee will chase this up.**

The demographics were mainly White British and White Irish, didn't get a diverse mix back.

KN previous projects - narrowed funding. KN stated that people are impressed by Healthwatch as these projects are recognised.

## **6. Trend analysis**

The top three themes that people commented on were:

1. Treatment and care
2. Staff
3. Access to services

6.1 Waiting time at GP surgeries comes up every year, how do we solve this? There have been problems with new systems. The way GPs manage this is entirely up to them as there isn't any guidance.

6.2 There are different volumes in Newcastle as opposed to Gateshead.

6.3 247 reviews, SE will look into this as this number shouldn't be so low.

6.4 DH to publicise HWG more - SE will do this.

## **7. Priority setting**

7.1 when choosing a priority three things need to be considered:

1. Is it a statutory duty?
2. Does it meet a strategic objective?
3. Could it be a viable research project?

LC suggested there should be a 3b) Are we going to learning anything from under the surface?

7.2 Children friendly services, accessible information standard and podiatry services were all considered to be engagement work for outreach and for the volunteers to be involved in. This was because they are all important topics, but they aren't big enough for a project for a project manager.

7.3 The committee and staff present short listed 5 potential topics which will be presented on the website and will be ranked by the public in reference to the level of importance. The committee will then make the final decision. The topics which were short listed were:

- Interpreting services
- Gender identity support for young people

(Both of these topics were also selected by the Newcastle committee for Healthwatch)

- Frailty and the risk of falls
- Standards of care in residential settings
- Use of pharmacies

(SE please state why...)

7.3 Durham selects their priorities the same way we do whilst North Tyneside asks and looks at the CQC, too. The committee stated that it isn't the most scientific process but it is practical.

## **8. Chair update**

FS has been putting together a business plan for Tell Us North Board. After the TUN Board has read and commented on it, it will then be sent to the staff and to the two committees.

## **9. Chief Executive update**

9.1 Chris Piercy is leaving the CCG.

9.2 There is going to be a lung cancer screening trial for anyone who has ever smoked.

## **10. Any other business**